

**Function:****PR-2 Average Interval Completed****Definition:**

**POTS and Specials:** The average number of business days between order application date and the work completion date. The application date is the date that a valid service request is received. The completion date for CLECs is the date that BA notifies the CLEC that work is completed. Completion Time for CLEC means receipt of the provisioning completion notice.

**Coordinated Cut-over (Hot Cut) Loop** orders are considered complete upon acceptance by CLEC.

However, if a CLEC is not ready on the due date to test and accept, BA will complete the order.

Any problems with the loop subsequent to this completion should be entered into RETAS as a trouble. If the trouble can not be entered, due to order processing, the CLEC should call into the BA center (RCCC) where the trouble will be tracked. CLECs should provide serial number to BA at turn-up for documentation.

**Trunks:** The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and date order is completed and customer is notified. Measures service orders completed between the measured dates.

**Note:**

(1) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.

**Exclusions:**

- BA Test Orders
- Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code).
- Bell Atlantic Administrative orders. <sup>xii</sup>
- Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end user or CLEC caused delay.
- Trunks: Excludes all customer desired due dates > 18 days

**Performance Standard:**

Parity with BA Retail.

See Interval Guide for specific products and services.

PR-2-13 through PR-2-17: no standard, refer to product interval guide.

**Report Dimensions**

<b>Company:</b> <ul style="list-style-type: none"><li>• BA Retail</li><li>• CLEC Aggregate</li><li>• CLEC Specific</li></ul>	<b>Geography:</b> <ul style="list-style-type: none"><li>• POTS and Complex: Boston metro area; Springfield metro area; Remainder of State, or by maintenance and provisioning area</li><li>• Specials &amp; Trunks: Boston metro area and remainder of State</li></ul>
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PR-2-01		Average Interval Completed – Total No Dispatch		
Products	Retail: POTS: Residence POTS: Business 2 Wire Digital Services 2 Wire xDSL Services Specials	Resale: POTS: Residence POTS: Business 2 Wire Digital Services 2 Wire xDSL Services Specials	UNE: POTS – Hot Cut Loop POTS – Platform POTS – Other (UNE Switch & INP) 2 Wire Digital Services 2 Wire xDSL Services Specials	
Calculation	Numerator		Denominator	
	Sum of completion date less application date for Orders without an outside dispatch in Product Groups		Count of orders for Orders without an outside dispatch in Product Groups	
PR-2-02		Average Interval Completed – Total Dispatch		
Products	Retail: 2 Wire Digital Services 2 Wire xDSL Services Specials	Resale: 2 Wire Digital Services 2 Wire xDSL Services Specials	UNE: 2 Wire Digital Services 2 Wire xDSL Services Specials	
Calculation	Numerator		Denominator	
	Sum of completion date less application date for Orders with an outside dispatch in Product Groups.		Count of orders for Orders with an outside dispatch in Product Groups.	
PR-2-03		Average Interval Completed – Dispatch (1-5 Lines)		
Products	Retail: POTS: Residence POTS: Business	Resale: POTS: Residence POTS: Business	UNE: POTS – Platform POTS – Loop	
Calculation	Numerator		Denominator	
	Sum of completion date less application date for POTS Orders with 1 to 5 lines with an outside dispatch in Product Groups.		Count of orders for POTS Orders with 1 to 5 lines with an outside dispatch in Product Groups.	
PR-2-04		Average Interval Completed – Dispatch (6-9 Lines)		
Products	Retail: POTS – Total	Resale: POTS – Total	UNE: POTS – Platform POTS – Loop	
Calculation	Numerator		Denominator	
	Sum of completion date less application date for POTS Orders with 6 to 9 lines with an outside dispatch in Product Groups.		Count of orders for POTS Orders with 6 to 9 lines with an outside dispatch in Product Groups.	

Sub-Metrics – PR-2 Average Interval Completed (continued)			
PR-2-05		Average Interval Completed – Dispatch ( _ 10 Lines)	
Products	Retail: POTS – Total	Resale: POTS – Total	UNE: POTS – Platform POTS – Loop
Calculation	Numerator	Denominator	
	Sum of completion date less application date for POTS Orders with 10 or more lines with an outside dispatch in Product Groups.	Count of orders for POTS Orders with 10 or more lines with an outside dispatch in Product Groups.	
PR-2-06		Average Interval Completed – DS0	
Products	Retail: Specials	Resale: Specials	UNE: Specials
Calculation	Numerator	Denominator	
	Sum of completion date less application date for Special Services DS0 Orders.	Count of orders for Special Services DS0 Orders.	
PR-2-07		Average Interval Completed – DS1	
Products	Retail: Specials	Resale: Specials	UNE: Specials
Calculation	Numerator	Denominator	
	Sum of completion date less application date for Special Services DS1 Orders.	Count of orders for Special Services DS1 Orders.	
PR-2-08		Average Interval Completed – DS3	
Products	Retail: Specials	Resale: Specials	UNE: Specials
Calculation	Numerator	Denominator	
	Sum of completion date less application date for Special Services DS3 Orders.	Count of orders for Special Services DS3 Orders.	
PR-2-09		Average Interval Completed – Total	
Products	Retail: Non-carrier Dedicated Trunks <sup>xiii</sup> (≤ 192 Trunks) Non-carrier Dedicated Trunks (> 192 & Unforecasted Trunks)	UNE: IOF EEL – Backbone EEL – Loop	CLEC Trunks: Interconnection Trunks (≤ 192 Trunks) CLEC Trunks (> 192 and Unforecasted Trunks)
Calculation	Numerator	Denominator	
	Sum of completion date less application date for orders within product groups.	Count of orders for orders within product groups.	
PR-2-10		Average Interval Completed – Disconnects – No Dispatch	
Products	Retail: POTS (incl. Complex) Specials	Resale: POTS (incl. Complex) Specials	UNE: POTS (Incl. Complex) Specials
Calculation	Numerator	Denominator	
	Sum of due date less completion date for product group no dispatch disconnect (D&F) orders.	Count of no dispatch disconnect orders for product group.	

Sub-Metrics – PR-2 Average Interval Completed (continued)			
PR-2-11	Average Interval Completed – Disconnects – Dispatch		
Products	Retail: POTS (incl. Complex) Specials	Resale: POTS (incl. Complex) Specials	UNE: POTS (Incl. Complex) Specials
Calculation	Numerator	Denominator	
	Sum of due date less completion date for product group dispatch disconnect (D&F) orders.		Count of dispatch disconnect orders for product group.
PR-2-12	Metric number not available in NY		
PR-2-13	Average Interval Completed – 2 wire xDSL (DD-2 Test & Serial Number)		
Description	Average Interval Completed. Complete per BA and CLEC. Due Date minus 2 test results provided. Serial number provided.		
Products	Retail: POTS – Residential Second Line – dispatch	UNE: 2 Wire xDSL Services.	
Calculation	Numerator	Denominator	
	UNE: Sum of completion date less application date for orders with CLEC serial number and DD-2 Test  Retail: Sum of completion date less application date for specified product.		Count of completed orders where the CLEC provided an 800 number and due date –2 test results.
Products for PR-2-14 to PR-2-17	UNE: 2 Wire xDSL Services.		
PR-2-14	Average Interval Completed – 2 wire xDSL (DD-2 Test Total)		
Description	Average Interval Completed. Complete per BA, whether or not CLEC agrees. Due Date minus 2 test results provided. 800# provided. Serial # provided or not provided.		
Calculation	Numerator	Denominator	
	Sum of completion date less application date for orders completed with or without CLEC serial number and DD-2 Test		Count of completed orders where the CLEC provided an 800 number and due date –2 test results.
PR-2-15	Average Interval Completed – 2 Wire xDSL (No DD-2 Test & Serial Number)		
Description	Average Interval Completed. Complete per BA and CLEC. Due Date minus 2 test results not provided. 800# provided. Serial # provided.		
Calculation	Numerator	Denominator	
	Sum of completion date less application date for orders completed with CLEC serial number and No DD-2 Test		Count of completed orders where the CLEC provided an 800 number and no due date –2 test results.
PR-2-16	Average Interval Completed – 2 Wire xDSL (No DD-2 Test & 800# Provided)		
Description	Average Interval Completed. Complete per BA, whether or not CLEC agrees. Due Date minus 2 test results are not provided. 800# provided. Serial # provided or not provided.		
Calculation	Numerator	Denominator	
	Sum of completion date less application date for orders completed with or without a CLEC serial number and No DD-2 Test		Count of completed orders where the CLEC provided an 800 number and no due date –2 test results.

<b>Sub-Metrics – PR-2 Average Interval Completed (continued)</b>		
<b>PR-2-17</b>	<b>Average Interval Completed – 2 Wire xDSL (No DD-2 Test &amp; No 800# Provided)</b>	
<b>Description</b>	Average Interval Completed. Complete per BA, whether or not CLEC agrees. Due Date minus 2 test results not provided. 800# not provided. Serial # not provided.	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of completion date less application date for orders completed without a CLEC serial number and No DD-2 Test	Count of completed orders where the CLEC did not provide an 800 number and no due date –2 test results.

Function:

PR-3 Completed within Specified Number of Days (1-5 Lines)			
Definition:			
For POTS orders with 5 or fewer lines, the percent of orders completed in specified number (by metric) of business days, between application and CLEC receipt of completion notice. The application date is the date (day 0) that a valid service request is received.			
Completion for CLEC is measure to receipt of the provisioning completion notice.			
Exclusions:			
<ul style="list-style-type: none"><li>BA Test Orders.</li><li>Disconnect Orders.</li><li>Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code).</li><li>Bell Atlantic Administrative orders.<sup>xiv</sup></li><li>Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).</li><li>Additional Segments on orders (parts of a whole order are included in the whole).</li><li>Orders that are not complete. (Orders are included in the month that they are complete).</li><li>Suspend for non-payment and associated restore orders.</li><li>Orders completed late due to any end user or CLEC caused delay.</li><li>Coordinated cut-over Unbundled Network Elements such as loops or number portability orders.</li></ul>			
Performance Standard:			
Parity with BA Retail.			
See Interval Guide for specific products and services.			
Report Dimensions:			
Company: BA Retail CLEC Aggregate CLEC Specific		Geography: POTS: Boston Metro Area, Springfield Metro Area, remainder of state	
Product: (POTS) PR-3-01	Retail: POTS – Total	Resale: POTS – Total	UNE: POTS – Platform & Other (UNE Switch & INP)
Sub-Metrics			
PR-3-01	% Completed in 1 Day (1-5 Lines – No Dispatch)		
Calculation	Numerator	Denominator	
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 1 or fewer days.	Count of No Dispatch POTS orders with 1 to 5 lines.	
PR-3-02	% Completed in 2 Days (1-5 Lines – No Dispatch)		
Calculation	Numerator	Denominator	
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 2 or fewer days.	Count of No Dispatch POTS orders with 1 to 5 lines.	

**Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines)  
(continued)**

PR-3-03	% Completed in 3 Days (1-5 Lines – No Dispatch)		
Calculation	Numerator	Denominator	
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 3 or fewer days.	Count of No Dispatch POTS orders with 1 to 5 lines.	
PR-3-04	% Completed in 1 Day (1-5 Lines – Dispatch)		
Calculation	Numerator	Denominator	
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 1 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	
PR-3-05	% Completed in 2 Days (1-5 Lines – Dispatch)		
Calculation	Numerator	Denominator	
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 2 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	
PR-3-06	% Completed in 3 Days (1-5 Lines – Dispatch)		
Calculation	Numerator	Denominator	
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 3 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	
PR-3-07	% Completed in 4 Days (1-5 Lines – Total)		
Calculation	Numerator	Denominator	
	Count of POTS orders with 1 to 5 lines where completion date less application date is 4 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	
PR-3-08	% Completed in 5 Days (1-5 Lines – No Dispatch)		
Calculation	Numerator	Denominator	
	Count of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	
PR-3-09	% Completed in 5 Days (1-5 Lines – Dispatch)		
Calculation	Numerator	Denominator	
	Count of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	
Product Disaggregation	Retail: POTS – Total POTS – Residential Second Line	Resale: POTS - Total	UNE: POTS – Platform & Other (UNE Switch & INP) 2 Wire Digital Svcs. 2 Wire xDSL Svcs.
PR-3-10	% Completed in 6 Days (1-5 Lines – Total)		
Calculation	Numerator	Denominator	
	Count of orders (by specified product) with 1 to 5 lines where completion date less application date is 6 or fewer days.	Count of (by specified product) orders with 1 to 5 lines.	

**Function:****PR-4 Missed Appointments****Definition:**

The Percent of Orders completed after the commitment date. An order is completed when the CLEC is notified that work on the order has been concluded. Completion for CLEC is measured to receipt of the provisioning completion notice.

LNP: The percent of orders completed on Time (not early)

Trunks: Includes reciprocal trunks from BA to CLEC. The percentage of trunks completed for which there was a missed appointment.

**Exclusions:**

- BA Test Orders
- Disconnect Orders
- Bell Atlantic Administrative orders<sup>xv</sup>
- Additional Segments<sup>xvi</sup> on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- Suspend for non-payment and associated restore orders.

**Performance Standard:**

Parity with BA Retail<sup>xvii</sup>

Retail Comparison for IOF and EEL is total actual Retail Specials performance

LNP: 95% on Time

PR-4-14 through PR-4-18: 95% on Time

**Report Dimensions:****Company:**

- BA Retail
- CLEC Aggregate
- CLEC Specific

**Geography:**

- POTS and Complex: Boston metro area; Springfield metro area; Remainder of State, or by maintenance and provisioning area
- Specials & Trunks: Boston metro area and remainder of State



PR-4-01		% Missed Appointment – Bell Atlantic – Total		
Description		The Percent of Orders completed after the commitment date due to Bell Atlantic reasons.		
Products	Retail: Specials Dedicated BA trunks serving non-competitor customers or IXC FG D trunks provided by BA to its affiliates or IXC9s) serving as its major long distance wholesaler(s) after 271 approval	Resale: Specials	UNE: EEL IOF Specials	Trunks: CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like 'C*') for product group		Count of Orders Completed for product group.	
PR-4-02		Average Delay Days – Total		
Description		For orders missed due to Bell Atlantic reasons, the average number of days between committed due date and completion date.		
Products	Retail: POTS 2 Wire Digital Svcs. 2 Wire xDSL Svcs. Specials Dedicated BA trunks serving non-competitor customers or IXC FG D trunks provided by BA to its affiliates or IXC9s) serving as its major long distance wholesaler(s) after 271 approval	Resale: POTS 2 Wire Digital Svcs. 2 Wire xDSL Svcs. Specials	UNE: POTS 2 Wire Digital Svcs. 2 Wire xDSL Svcs. Specials EEL IOF	Trunks: CLEC Trunks
Calculation	Numerator		Denominator	
	Sum of the completion date less due date for orders missed due to company reasons by product group.		Count of orders missed for company reasons, by product group.	
PR-4-03		% Missed Appointment – Customer		
Description		The Percent of Orders completed after the commitment date, due to CLEC or end user delay. (See appendix B for customer miss codes)		
Products	Retail: POTS 2 Wire Digital Svcs.	Resale: POTS 2 Wire Digital Svcs.	UNE: POTS 2 Wire Digital Svcs.	Trunks: CLEC Trunks

	2 Wire xDSL Svcs. Specials Dedicated BA trunks serving non-competitor customers or IXC FG D trunks provided by BA to its affiliates or IXC9s) serving as its major long distance wholesaler(s) after 271 approval	2 Wire xDSL Svcs. Specials	2 Wire xDSL Svcs. EEL Specials	
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
	Count of Orders where the Order completion date is greater than the order due date due to Customer Reasons (CISR_MAC = 'SA','SR','SO','SL') for product group		Count of Orders Completed for product group.	

PR-4-04	% Missed Appointment – Bell Atlantic – Dispatch		
Description	The Percent of Dispatched Orders completed after the commitment date, due to Bell Atlantic reasons.		
Products	Retail: POTS 2 Wire Digital Svcs. 2 Wire xDSL Svcs.	Resale: POTS 2 Wire Digital Svcs. 2 Wire xDSL Svcs.	UNE: Platform Loop – New Loop – Hot Cut 2 Wire Digital Svcs. 2 Wire xDSL Svcs.
Calculation	Numerator	Denominator	
	Count of Dispatched Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like 'C**') for product group.	Count of Dispatched Orders Completed for product group.	
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch		
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Bell Atlantic reasons.		
Products	Retail: POTS 2 Wire Digital Svcs. 2 Wire xDSL Svcs.	Resale: POTS 2 Wire Digital Svcs. 2 Wire xDSL Svcs.	UNE: Platform Loop – Hot Cut POTS - Other 2 Wire Digital Svcs. 2 Wire xDSL Svcs.
Calculation	Numerator	Denominator	
	Count of No Dispatch Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like 'C**') for product group.	Count of No Dispatch Orders Completed for product group.	
PR-4-06	Not Used. Moved to PR-9		
PR-4-07	% On Time Performance – LNP Only		
Description	% of all LNP PONs (including the associated retail disconnect orders) where trigger is in place before the frame due date and disconnect is completed after, but on the due date For LNP only orders, the percent of LNP (retail disconnect) orders completed in translation on or after date and time on order. Reported in Aggregate. Orders disconnected early are considered not met.		
Products	UNE: LNP		
Calculation	Numerator	Denominator	
	Count of LNP orders, where port trigger is completed before frame due time (as scheduled on order) and retail disconnect is completed on or after committed time frame. (manual count)	Count of LNP orders completed. (Manual count)	

PR-4-08	% Missed Appointment – Customer – Due to Late Order Confirmation		
Description	The Percent of Orders completed after the commitment date, due to CLEC or end user delay, where the reason for customer delay is identified as a late order confirmation.		
Products	Resale: <ul style="list-style-type: none"><li>• POTS</li><li>• 2 Wire Digital Svcs.</li><li>• 2 Wire xDSL Svcs.</li><li>• Specials</li></ul>	UNE: <ul style="list-style-type: none"><li>• Platform</li><li>• Loop – Hot Cut</li><li>• POTS – Other</li><li>• 2 Wire Digital Svcs.</li><li>• 2 Wire xDSL Svcs.</li><li>• Specials</li></ul>	
Calculation	Numerator	Denominator	
	Count of Orders where the Order completion date is greater than the order due date due to Customer Reasons (for late Order Confirmation [MAC = SC]) for product group	Count of Orders Completed for product group.	

PR-4-09	% Missed Appointment – Bell Atlantic – Standard Interval (W Coded) Orders – Total			
Description	The Percent of Orders completed after the commitment date due to Bell Atlantic reasons.			
Products	Retail: <ul style="list-style-type: none"><li>• Specials</li><li>• Dedicated BA trunks serving non-competitor customers or IXC FG D trunks provided by BA to its affiliates or IXCs) serving as its major long distance wholesaler(s) after 271 approval</li></ul>	Resale: <ul style="list-style-type: none"><li>• Specials</li></ul>	UNE: <ul style="list-style-type: none"><li>• EEL</li><li>• IOF</li><li>• Specials</li></ul>	Trunks: <ul style="list-style-type: none"><li>• CLEC Trunks</li></ul>
Calculation	Numerator		Denominator	
	Count of Orders where the Order completion date is greater than the order due date due to Bell Atlantic Reasons (CISR_MAC like 'C') for product group		Count of Orders Completed for product group.	

PR-4-10	% Missed Appointment – Bell Atlantic – Standard Interval (W Coded) Orders – Dispatch		
Description	The Percent of Dispatched Orders completed after the commitment date, due to Bell Atlantic reasons.		

<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>• POTS</li> <li>• 2 Wire Digital Services</li> <li>• 2 Wire xDSL Services</li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS</li> <li>• 2 Wire Digital Services</li> <li>• 2 Wire xDSL Services</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• POTS—Platform</li> <li>• POTS—Loop – New</li> <li>• 2 Wire Digital Services</li> <li>• 2 Wire xDSL Services</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of Dispatched Orders where the Order completion date is greater than the order due date due to Bell Atlantic Reasons (CISR_MAC like 'C') for product group.		Count of Dispatched Orders Completed for product group.
<b>PR-4-11</b>	<b>% Missed Appointment – Bell Atlantic – Standard Interval (W Coded) Orders – No Dispatch</b>		
<b>Description</b>	The Percent of No-Dispatch Orders completed after the commitment date, due to Bell Atlantic reasons.		
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>• POTS</li> <li>• 2 Wire Digital Services</li> <li>• 2 Wire xDSL Services</li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS</li> <li>• 2 Wire Digital Services</li> <li>• 2 Wire xDSL Services</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• POTS—Platform</li> <li>• POTS – Other than Platform and Hot Cut</li> <li>• 2 Wire Digital Services</li> <li>• 2 Wire xDSL Services</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of No Dispatch Orders where the Order completion date is greater than the order due date due to Bell Atlantic Reasons (CISR_MAC like 'C') for product group.		Count of No Dispatch Orders Completed for product group.
<b>PR-4-12 to 13</b>	<b>Metric numbers not available in NY</b>		
<b>PR-4-14</b>	<b>% Completed On Time – 2 wire xDSL (DD-2 Test &amp; Serial Number)</b>		
<b>Description</b>	% of 2 wire x DSL services completed on time. Complete per BA and CLEC. Due date minus 2 test results provided. 800 # provided. Serial # provided.		
<b>Products</b>	Retail POTS – Residential Second Line		UNE: 2 Wire xDSL Svcs.
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of all orders completed on or before the due date with CLEC serial number and DD-2 Test		Count of completed orders where the CLEC provided an 800 number and due date –2 test results.
<b>Products for PR-4-15 to PR-4-18</b>	UNE: 2 Wire xDSL Svcs.		
<b>PR-4-15</b>	<b>% Completed On Time – 2 wire xDSL (DD-2 Test Total)</b>		
<b>Description</b>	% of 2 wire x DSL services completed on time. Complete per BA, whether or not CLEC agrees. Due Date minus 2 test results provided. 800 # provided. Serial # provided or not provided.		
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of all orders completed on or before the due date with or without CLEC serial number and DD-2 Test		Count of completed orders where the CLEC provided an 800 number and due date –2 test results.

<b>Sub-Metrics (continued) PR-4 Missed Appointments</b>		
<b>PR-4-16</b>	<b>% Completed On Time – 2 Wire xDSL (No DD-2 Test &amp; Serial Number)</b>	
<b>Description</b>	% of 2 wire xDSL services completed on time. Complete per BA and CLEC. Due Date minus 2 test results not provided. 800 # provided. Serial # provided.	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of all orders completed on or before the due date with CLEC serial number and No DD-2 Test	Count of completed orders where the CLEC provided an 800 number and no due date –2 test results.
<b>PR-4-17</b>	<b>% Completed On Time – 2 wire xDSL (No DD-2 Test &amp; 800 # Provided)</b>	
<b>Description</b>	% of 2 wire x DSL services completed on time. Complete per BA, whether or not CLEC agrees. Due Date minus 2 test results not provided. 800 # provided. Serial # provided or not provided.	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of all orders completed on or before the due date with or without a CLEC serial number and No DD-2 Test	Count of completed orders where the CLEC provided an 800 number and no due date –2 test results.
<b>PR-4-18</b>	<b>% Completed On Time – 2 Wire xDSL (No DD-2 Test &amp; No 800 # Provided)</b>	
<b>Description</b>	% of 2 wire x DSL services completed on time. Complete per BA, whether or not CLEC agrees. Due Date minus 2 test results not provided. 800 # not provided. Serial # not provided.	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of all orders completed on or before the due date without a CLEC serial number and No DD-2 Test	Count of completed orders where the CLEC did not provide an 800 number and no due date –2 test results.

Function:				
PR-5 Facility Missed Orders				
Definition:				
% Facility Miss: The Percent of Orders completed after the commitment date, where the cause of the delay is lack of facilities.				
% Facility Orders > 30 Days: The percent of orders missed for lack of facilities where the completion date minus the appointment date is greater than 30 calendar days.				
Trunks: The percentage of <u>trunks</u> completed after the commitment date, where the cause of the delay is lack of facilities.				
Exclusions:				
BA Test Orders				
Disconnect Orders				
Bell Atlantic Administrative orders <sup>xviii</sup>				
Additional Segments on orders (parts of a whole order are included in the whole)				
Orders that are not complete. (Orders are included in the month that they are complete)				
Suspend for non-payment and associated restore orders.				
Performance Standard:				
Parity with BA Retail.				
Report Dimensions				
Company: BA Retail CLEC Aggregate CLEC Specific			Geography: POTS and Complex: Boston metro area; Springfield metro area; Remainder of State, or by maintenance and provisioning area Specials & Trunks: Boston metro area and remainder of State	
Sub-Metrics				
PR-5-01		% Missed Appointment – Bell Atlantic – Facilities		
Description		The Percent of Orders completed after the commitment date, due to lack of Bell Atlantic facilities.		
Products		Retail: POTS Specials 2 Wire Digital Svcs. 2 Wire xDSL Svcs. Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	Resale: POTS Specials 2 Wire Digital Svcs. 2 Wire xDSL Svcs.	UNE: Loop Platform Specials 2 Wire Digital Svcs. 2 Wire xDSL Svcs.
				Trunks: CLEC Trunks
Calculation		Numerator Count of Orders where the Order completion date is greater than the order due date due to Company Facility Reasons (CISR_MAC 'CF') for product group.		Denominator Count of Orders Completed for product group.

PR-5-02	% Orders Held for Facilities > 15 Days			
Description	The Percent of Orders completed more than 15 days after the commitment date, due to lack of Bell Atlantic facilities.			
Products	<i>Retail:</i> POTS 2 Wire Digital Svcs. 2 Wire xDSL Svcs. Specials Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	<i>Resale:</i> POTS Specials 2 Wire Digital Svcs. 2 Wire xDSL Svcs.	<i>UNE:</i> Loop Platform Specials 2 Wire Digital Svcs. 2 Wire xDSL Svcs.	<i>Trunks:</i> CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Orders where the completion date less due date is 15 or more days for Company Facility Reasons (CISR_MAC 'CF') for product group.		Count of Orders Completed for product group.	
PR-5-03	% Orders Held for Facilities > 60 Days			
Description	The Percent of Orders completed more than 60 days after the commitment date, due to lack of Bell Atlantic facilities.			
Products	<i>Retail:</i> POTS Specials 2 Wire Digital Svcs. 2 Wire xDSL Svcs. Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	<i>Resale:</i> POTS 2 Wire Digital Svcs. 2 Wire xDSL Svcs. Specials	<i>UNE:</i> Loop Platform 2 Wire Digital Svcs. 2 Wire xDSL Svcs. Specials	<i>Trunks:</i> CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Orders where the completion date less due date is 60 or more days for Company Facility Reasons (CISR_MAC 'CF') for product group		Count of Orders Completed for product group.	



Function:				
PR-6 Installation Quality				
Definition:				
The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 30 days (and within 7 days for POTS services) of order completion. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office). Disposition Code 5 includes translation troubles closed via STARMEM automatically by CLEC.				
Exclusions:				
Subsequent reports (additional customer calls while the trouble is pending)				
Troubles closed due to customer action.				
Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble.				
Formula:				
Installation Troubles (within 7 or 30 days) with Disposition Code 3, 4 and 5 / Lines completed x 100				
Performance Standard:				
Parity with BA Retail For Found Troubles				
For Hot Cut Loops - % Installation Troubles Reported within 7 Days: 2%				
Report Dimensions				
Company:		Geography:		
BA Retail		POTS and Complex: Boston metro area;		
CLEC Aggregate		Springfield metro area; Remainder of State, or		
CLEC Specific		by maintenance and provisioning area		
		Specials & Trunks: Boston metro area and remainder of State		
Sub-Metrics				
PR-6-01		% Installation Troubles reported within 30 Days		
Description:		The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 30 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).		
Products		Retail:	Resale:	UNE:
		POTS	POTS	POTS – Loop
		Specials	2 Wire Digital Svcs.	Platform
		Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	2 Wire xDSL Svcs.	2 Wire Digital Svcs.
			Specials	2 Wire xDSL Svcs.
				Specials
				Trunks:
				CLEC Trunks
Calculation:		Numerator		Denominator
		Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 30 days of trouble report.		Total Lines with installation activity within 30 days.

PR-6-02	% Installation Troubles reported within 7 Days			
Description	The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 7 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).			
Products	Retail: POTS	Resale: POTS	UNE: POTS – Loop - Total POTS – Loop Hot Cut POTS - Platform	
Calculation	Numerator		Denominator	
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 7 days of trouble report.		Total Lines with installation activity within 30 days.	
PR-6-03	% Installation Troubles reported within 30 Days – FOK/TOK/CPE			
Description	The percent of lines/circuits/trunks installed where a trouble was reported and was not found in the network within 30 days of order completion. Includes disposition codes (07, 08, 09) Found OK/Test OK and (12 and 13) CPE			
Products	Retail: POTS Specials Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	Resale: POTS 2 Wire Digital Svcs. 2 Wire xDSL Svcs. Specials	UNE: POTS – Loop POTS – Other 2 Wire Digital Svcs. 2 Wire xDSL Svcs. Specials	Trunks: CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Not Found, Test OK and CPE troubles with installation activity within 30 days of trouble report.		Total Lines with installation activity within 30 days.	

## PR-7 Jeopardy Reports

The percent of orders completed or canceled identified with a jeopardy condition. Except as otherwise requested by a CLEC, a CLEC will be provided with order jeopardy notices. Jeopardy notices will be posted twice daily on the BA Web server for a CLEC to retrieve.

- BA Test Orders
- Disconnect Orders
- Bell Atlantic Administrative orders
- Additional Segments on orders (parts of a whole order are included in the whole)
- Orders that are not complete or canceled.

**Company:**

- CLEC Aggregate
- CLEC Specific
- BA Affiliate Aggregate
- BA Affiliate Specific

**Geography:**

- State

95% on time in accordance with the schedule below:<sup>16</sup>

**Jeopardy Status Notification:**

Timeliness of notice of jeopardy of service order request where miss is known in advance of due date (missed commitment with new date/time)

- Resale and UNE
  - Where the jeopardy condition is due to a lack of BA facilities and the jeopardy condition is known to BA at least 48 hours before the due date, the jeopardy notice will be given at least 48 hours before the due date.
  - Where the jeopardy condition is due to a BA condition other than a lack of facilities and the jeopardy condition is known to BA at least 24 hours before the due date, the jeopardy notice will be given at least 24 hours before the due date.
- Interconnection Trunks
  - Where the jeopardy condition is known to BA at least two days before the due date, the jeopardy notice will be given at least two days before the due date.

<b>PR-7-01</b>	<b>% Orders with Jeopardy Status</b>	
<b>Products</b>	UNE: <ul style="list-style-type: none"> <li>• EEL, UNE, Loops, UNE-P Dispatch,</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of EEL, UNE Loops, UNE-P Dispatch orders with jeopardy status	Total EEL, UNE Loops, UNE-P Dispatch orders completed or canceled after due date.

<sup>16</sup> If BA adopts a practice of giving Jeopardy Notices to BA Retail customers who purchase retail services that are analogous to the services covered by this metric, the standard would be "Parity with BA Retail".

## PR-8 Open Orders in a Hold Status

This metric measures the number of open orders that at the close of the reporting period have been in a hold status for more than 30 or 90 calendar days, as a percentage of orders completed in the reporting period. An "open order" is a valid order that has not been completed or canceled. Open orders in a "hold status" include: (1) open orders that have passed the originally committed completion date due to BA reasons; and, (2) open orders that have not been assigned a completion date due to BA reasons. Measurement of the 30 and 90 day intervals for open orders that have passed the originally committed completion date due to BA reasons will commence with such passed originally committed completion date (passed originally committed completion date = Day 0). Measurement of the 30 and 90 day intervals for open orders that have not been assigned a completion date due to BA reasons will commence with the application date (application date = Day 0).

- BA Test Orders.
- Disconnect Orders.
- Bell Atlantic Administrative orders.
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are complete or canceled.
- Suspend for non-payment and associated restore orders.
- Orders that have passed the committed completion date, or whose completion has been delayed, due to CLEC or end user delay.
- Orders that at the request of the CLEC or BA Retail customer have not been assigned a completion date.

Parity with BA Retail.

### Company

- BA Retail
- CLEC Aggregate
- CLEC Specific
- BA Affiliate Aggregate
- BA Affiliate Specific

### Geography

- POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western
- Specials, EEL and IOF: State
- Trunks: State

PR-8-01		Open Orders in a Hold Status > 30 Days		
Products	Retail: <ul style="list-style-type: none"><li>• POTS</li><li>• 2 Wire Digital Services</li><li>• 2 Wire xDSL Services</li><li>• Specials</li><li>• Dedicated BA trunks serving non-competitor customers or IXC FG D trunks provided by BA to its affiliates or IXCs) serving as its major long distance wholesaler(s) after 271 approval</li></ul>	Resale: <ul style="list-style-type: none"><li>• POTS</li><li>• 2 Wire Digital Services</li><li>• 2 Wire xDSL Services</li><li>• Specials</li></ul>	UNE: <ul style="list-style-type: none"><li>• POTS</li><li>• 2 Wire Digital Services</li><li>• 2 Wire xDSL Services</li><li>• Specials</li><li>• EEL</li><li>• IOF</li></ul>	Trunks: <ul style="list-style-type: none"><li>• CLEC Trunks</li></ul>
Calculation	Numerator		Denominator	
	Number of open orders that at the close of the reporting period have been in a hold status for more than 30 days		Total number of orders completed in the reporting period	
PR-8-02		Open Orders in a Hold Status > 90 Days		
Products	Retail: <ul style="list-style-type: none"><li>• POTS</li><li>• 2 Wire Digital Services</li><li>• 2 Wire xDSL Services</li><li>• Specials</li><li>• Dedicated BA trunks serving non-competitor customers or IXC FG D trunks provided by BA to its affiliates or IXCs) serving as its major long distance wholesaler(s) after 271 approval</li></ul>	Resale: <ul style="list-style-type: none"><li>• POTS</li><li>• 2 Wire Digital Services</li><li>• 2 Wire xDSL Services</li><li>• Specials</li></ul>	UNE: <ul style="list-style-type: none"><li>• POTS</li><li>• 2 Wire Digital Services</li><li>• 2 Wire xDSL Services</li><li>• Specials</li><li>• EEL</li><li>• IOF</li></ul>	Trunks: <ul style="list-style-type: none"><li>• CLEC Trunks</li></ul>
Calculation	Numerator		Denominator	
	Number of open orders that at the close of the reporting period have been in a hold status for more than 90 days		Total number of orders completed in the reporting period	

## PR-9 Hot Cuts

**Metric PR-9-01:** This metric measures the percentage of UNE loop Hot Cut orders completed within the cut-over window.

BA calculates On Time Performance for LNP and Hot Cuts using WFA. Time stamps for framework start and stop times and translation start and stop times will be used to ensure work is completed according to prescribed requirements.

- Two work types are used in WFA-DI
  - NDSUB – for pre-wire and testing CLEC dial-tone on DD-2
  - NDSCT – for performing "hot cut" on DD

Note: Separate work requests will be created for RCMAC

The work requests include combined order number, lead CKID, number of ckts/segments, NPA-NXX, and commitment date & time.

A Hot Cut is considered complete when one of the following occurs:

1. BA performs the hot cut, notifies the CLEC by telephone, and the CLEC accepts the hot cut and issues a serial number (or index number), or
2. BA performs the hot-cut, notifies the CLEC by telephone, but the CLEC does not accept the hot cut, or report a trouble, within one hour of notification and has not specifically requested, within the hour, more time to test; or
3. BA performs the hot cut, attempts to notify the CLEC by telephone but receives no answer and leaves a phone message, and the CLEC does not respond within one hour of the message.<sup>17</sup>

For Metrics PR-9-02, 03, 06 and 07, orders are measured for the month in which they are completed.

For Metrics PR-9-01, 04, 05, 08 and 09, orders are measured for the month in which they are (a) completed, or (b) cancelled by the CLEC.

- BA Test Orders
- Bell Atlantic Administrative orders
- Additional Segments on orders (parts of a whole order are included in the whole)
- If a CLEC cancels an order before the start of a hot cut window and BA performs the hot cut, this BA error will result in a retail trouble report and need not be reflected elsewhere.

From PR-9-09 % Supplemented or Cancelled Orders at BA request:

- Hot Cuts where no dial tone was found on DD-2 test and the CLEC was notified of problem.
- Hot Cuts where dial tone was found on DD-2 test and not present on the due date.

**Metric PR-9-01:** 95% completed within Cut-Over Window.

Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:

1 to 9 lines: 1 Hour

10 to 49 lines: 2 Hours

50 to 99 lines: 3 Hours

100 to 199 lines: 4 Hours

200 or more lines: 8 Hours

If IDLC is involved – 4 Hour Window (8 AM to 12 Noon or 1 PM to 5 PM) applies to start time.<sup>18</sup>

**Metrics PR-9-02 through PR-9-09:** No standard.

<sup>17</sup> The language of this paragraph was required by an order of the New York Public Service Commission. This language is under review in New York. If the language is changed in New York, BA may propose the revised New York language for consideration by the Board.

<sup>18</sup> Only applicable if BA notified CLEC by 2:30 PM on DD-2 that the service was on IDLC.

Company:		Geography:	
<ul style="list-style-type: none"><li>• CLEC Aggregate</li><li>• CLEC Specific</li><li>• BA Affiliate Aggregate</li><li>• BA Affiliate Specific</li></ul>		<ul style="list-style-type: none"><li>• Hot Cut Loops: NOVA, Central (Richmond), Eastern, Western</li></ul>	
Products	UNE: <ul style="list-style-type: none"><li>• Loop – Hot Cut (Coordinated Cut-over)</li></ul>		
PR-9-01	% On Time Performance – Hot Cut		
Description	% of all UNE Loop Hot Cut (coordinated cut-over) orders completed within cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & number portability. Orders disconnected early and orders canceled by the CLEC during or after a Defective Cut are considered not completed within cut-over window.		
Calculation	Numerator	Denominator	
	Count of Hot Cut (coordinated loop) orders (with or without number portability) completed within commitment window (as scheduled on order) on due date.	Count of Hot Cut (coordinated loop) orders completed.	
PR-9-02	% Early Cuts – Lines		
Description	The total number of lines cut before the frame due time (i.e. the beginning of the cut-over window) divided by the total number of hot cut lines completed in the month.		
Calculation	Numerator	Denominator	
	Count of hot cut (coordinated loop) lines (With or without number portability) cut before frame due time.	Count of hot cut lines completed.	
PR-9-03	% Early Cuts – Orders		
Description	The total number of orders with lines cut before the frame due time (i.e. the beginning of the cut-over window) divided by the total number of hot cut orders completed in the month.		
Calculation	Numerator	Denominator	
	Count of hot cut (coordinated loop) orders with lines (With or without number portability) cut before frame due time.	Count of hot cut orders completed.	
PR-9-04	% Defective Cuts – Lines		
Description	The total number of lines cut where the CLEC identifies a problem on the line and notifies BA before the order is completed divided by the total number of hot cut lines completed in the month. <i>Also includes lines on orders cancelled by CLEC during or after a Defective Cut.</i>		
Calculation	Numerator	Denominator	
	Count of hot cut (coordinated loop) lines with troubles reported by CLEC following notification of completion but before acceptance.	Count of hot cut lines completed.	
PR-9-05	% Defective Cuts – Orders		
Description	The total number of orders with lines cut where the CLEC identifies a problem on the line and notifies BA before the order is completed divided by the total number of hot cut orders completed in the month. <i>Also includes orders cancelled by CLEC during or after a Defective Cut.</i>		
Calculation	Numerator	Denominator	

	Count of hot cut (coordinated loop) orders with lines with troubles reported by CLEC following notification of completion before acceptance.	Count of hot cut orders completed.
<b>PR-9-06</b>	<b>% Late Cuts – Lines</b>	
<b>Description</b>	The total number of lines cut after the close of the cut-over window divided by the total number of hot cut lines completed in the month. The successful cut requires notification to the CLEC.	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of hot cut (coordinated loop) lines cut more than 30 minutes after the cut-over window (includes time for notification to CLEC)	Count of hot cut lines completed.
<b>PR-9-07</b>	<b>% Late Cuts – Orders</b>	
<b>Description</b>	The total number of orders with lines cut after the close of the cut-over window divided by the total number of hot cut orders completed in the month. The successful cut requires notification to the CLEC.	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of hot cut (coordinated loop) orders with lines cut more than 30 minutes after the cut-over window (includes time for notification to CLEC).	Count of hot cut orders completed.
<b>PR-9-08</b>	<b>Average Duration of Service Interruption</b>	
<b>Description</b>	The average repair time (Mean Time to Repair) for service interruptions (inability to place outgoing calls or receive incoming calls). Start Time based on CLEC notification or earlier, if BA can identify the interruption. End Time is defined as when dial tone is restored to the CLEC or BA at the CLEC's option.	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Duration time from identification of <ul style="list-style-type: none"> <li>• Early cut</li> <li>• Defective cut</li> <li>• Report of installation trouble for service interruption reported within 7 days of cut</li> </ul> To Closure of trouble reported in each case.	Count of early cuts plus defective cuts plus cuts with service interruption reported with 7 days.
<b>PR-9-09</b>	<b>% Supplemented or Canceled Orders at BA Request</b>	
<b>Description</b>	Percent of orders supplemented or cancelled by CLEC at the request of BA as a percent of total Hot Cut orders.	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of Hot Cuts cancelled or supplemented at BA Request.	Count of Hot Cut orders completed plus cancelled orders.



## Maintenance and Repair (MR)<sup>19</sup>

MR-1 Response Time OSS Maintenance Interface		
<p>"Response time" is defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. Response times will be measured and reported separately for each of the following: Web GUI and Electronic Bonding.</p>		
<ul style="list-style-type: none"> <li>CLEC complex Create Trouble transactions that cannot be performed by BA Retail.</li> </ul>		
<p><u>For BA retail representatives:</u> Actual response times reported by Caseworker.</p>		
<p><u>For CLEC representatives:</u> Actual response times reported by RETAS. For "Create Trouble" includes basic Create Trouble transactions.</p>		
<p>Web GUI: Parity with BA Retail plus not more than 7 seconds.</p> <p>Electronic Bonding: Parity with BA Retail plus not more than 4 seconds.</p>		
<p>Company:</p> <ul style="list-style-type: none"> <li>BA Retail</li> <li>CLEC Aggregate</li> <li>CLEC Specific</li> <li>BA Affiliate Aggregate</li> <li>BA Affiliate Specific</li> </ul>		<p>Geography:</p> <ul style="list-style-type: none"> <li>State</li> </ul>
<b>MR-1-01</b>	<b>Average Response Time – Create Trouble</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times for Create Trouble transactions.	Number of Create Trouble transactions.
<b>MR-1-02</b>	<b>Average Response Time – Status Trouble</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times for Status Trouble transactions.	Number of Status Trouble transactions

<sup>19</sup> Note: Bell Atlantic uses two databases to collect maintenance performance data. Coding specified in this section is largely POTS services. Special Services and Trunks coding descriptions are included in Appendix A.

<b>MR-1-03</b>	<b>Average Response Time – Modify Trouble</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times for Modify Trouble transactions	Number of Modify Trouble transactions
<b>MR-1-04</b>	<b>Average Response Time – Request Cancellation of Trouble</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times for Request Cancellation of Trouble transactions.	Number of Request Cancellation of Trouble transactions
<b>MR-1-05</b>	<b>Average Response Time –Trouble Report History (by TN/Circuit)</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times for Trouble Report History transactions.	Number of Trouble Report History transactions
<b>MR-1-06</b>	<b>Average Response Time – Test Trouble (POTS Only)</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times for Test Trouble transactions.	Number of Test Trouble transactions

**Function:****MR-2 Trouble Report Rate****Definition:**

**Report Rate:** Total Initial Customer direct or referred Troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. "Loop" equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a disposition code of 3 (drop-wire), 4 (outside plant loop), or 5 (central office).

UNE Loop is defined as 2 wire analog loop

Complex<sup>xix</sup>: Includes 2 Wire Digital and 2 Wire xDSL services.

**Subsequent Reports:** Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.

The Disposition Codes set forth in the CLEC Handbook, Section 8.8 are included in Appendix G.

**Exclusions:**

- Report rate excludes Subsequent reports (additional customer calls while the trouble is pending)
- Troubles reported on BA official (administrative lines)
- Troubles closed due to customer action.
- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble
- Excluded from Total and Loop/CO report rates:
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).

**Performance Standard:****Report Rate:**

Parity with BA Retail.

Trunk Retail Equivalent = Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell. Parity should be assessed in conjunction with MTTR

**% Subsequent Reports:**

Parity to be assessed in conjunction with missed appointments.

**% CPE/TOK/FOK Reports: (Customer Premises Equipment, Test Okay, Found Okay)**

To be used for root cause analysis. For CLEC troubles a not found trouble is coded as CPE.

**Report Dimensions**

<b>Company:</b>	<b>Geography:</b>
<ul style="list-style-type: none"> <li>• BA Retail</li> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>	<ul style="list-style-type: none"> <li>• POTS and Complex: Boston metro area; Springfield metro area; Remainder of State, or by maintenance and provisioning area</li> <li>• Specials &amp; Trunks: Boston metro area and remainder of State</li> </ul>

**Sub-Metrics**

<b>MR-2-01 Network Trouble Report Rate</b>				
<b>Products:</b>	<i>Retail:</i>	<i>Resale:</i>	<i>UNE:</i>	<i>Trunks:</i>
	<ul style="list-style-type: none"> <li>• Specials</li> <li>• Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell</li> </ul>	<ul style="list-style-type: none"> <li>• Specials</li> </ul>	<ul style="list-style-type: none"> <li>• Specials</li> </ul>	<ul style="list-style-type: none"> <li>• CLEC Trunks</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
<b>POTS:</b>	Count of All trouble Reports with found network troubles (trbl_cd is FAC or CO)		Count of Lines or specials or trunks in service	

ub-Metrics – MR-2 Network Trouble Report Rate (continued)			
<b>MR-2-02</b>	<b>Network Trouble Report Rate – Loop</b>		
<b>Products</b>	Retail: POTS/ Complex	Resale: POTS/Complex	UNE: Platform Loop 2 Wire Digital Services 2 Wire xDSL Services
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>	
	Count of all loop trouble reports (Disposition Code of 03 and 04)	Count of Lines in service	
<b>MR-2-03</b>	<b>Network Trouble Report Rate – Central Office</b>		
<b>Products</b>	Retail: POTS/ Complex	Resale: POTS/Complex	UNE: Platform Loop 2 Wire Digital Services 2 Wire xDSL Services
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>	
	Count of all central office trouble Reports (Disposition Code of 05)	Count of Lines in service	
<b>MR-2-04</b>	<b>% Subsequent Reports</b>		
<b>Description</b>	<u>Subsequent Reports</u> : Additional customer trouble calls while an existing trouble report is pending (typically for status or to change information)		
<b>Products</b>	Retail: POTS/ Complex	Resale: POTS/Complex	UNE: Platform Loop 2 Wire Digital Services 2 Wire xDSL Services
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>	
	Count of subsequent reports (Field and administrative repeaters for disposition codes, 03, 04 and 05.)	Count of Total disposition code 03, 04, and 05 troubles reported (Per MR-2-01)	
<b>MR-2-05</b>	<b>% CPE/TOK/FOK Trouble Report Rate</b>		
<b>Description</b>	Troubles closed to CPE, Found OK and Test OK as a percent of lines in service.		
<b>Products</b>	Retail: POTS/ Complex Specials	Resale: POTS/Complex Specials	UNE: Platform Loop 2 Wire Digital Services 2 Wire xDSL Services Specials
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>	
	Count of all CPE (disposition Code 12/13), Test OK, and Found OK troubles (disposition codes 07, 08 and 09)	Count of Lines in service	

**Function:****MR-3 Missed Repair Appointments****Definition:**

The Percent of reported Network Troubles not repaired and cleared by the date and time committed. A trouble is not cleared until the CLEC is notified that the trouble is resolved. Also referred as % of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).

Loop is defined as disposition Codes 03 plus 04 and are always dispatched.

Double Dispatch: A trouble that has more than one dispatch before closure. May include more than one outside dispatch or dispatches inside and outside.

**Exclusions:**

- Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval
- Excludes Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble

**Performance Standard:**

MR-3-01 and MR-3-02 - Parity with BA Retail.

**Report Dimensions**

Company:	Geography:
BA Retail	POTS and Complex: Boston metro area;
CLEC Aggregate	Springfield metro area; Remainder of State, or
CLEC Specific	by maintenance and provisioning area

**Sub-Metrics**

MR-3-01	% Missed Repair Appointment – Loop		
Products	Retail: POTS/ Complex	Resale: POTS/Complex	UNE: Platform Loop 2 Wire Digital Services 2 Wire xDSL Services
Calculation	Numerator		Denominator
	Count of loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for disposition codes 0300-0499).		Count of Loop Troubles (disposition codes 03 and 04).
MR-3-02	% Missed Repair Appointment – Central Office		
Products	Retail: POTS/ Complex	Resale: POTS/Complex	UNE: Platform Loop
Calculation	Numerator		Denominator
	Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).		Count of Central Office Troubles (disposition code 05).

<b>MR-3-03</b>			
<b>% CPE/TOK/FOK – Missed Appointment</b>			
<b>Products</b>	Retail: POTS/ Complex	Resale: POTS/Complex	UNE: Platform Loop 2 Wire Digital Services 2 Wire xDSL Services
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of CPE, FOK and TOK troubles where clear time is greater than appointment time for (M=X) disposition codes (07, 08, 09, 12 and 13)		Count of CPE, FOK and TOK troubles (disposition code 07,08, 09, 12 and 13)
<b>MR-3-04</b>			
<b>% Missed Repair Appointment – No Double Dispatch</b>			
<b>Products</b>	Retail: POTS/Complex	Resale: POTS/Complex	UNE: POTS – Platform POTS – Loop 2 Wire Digital Services 2 Wire xDSL Services
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for disposition codes 0300-0499) for troubles with a single dispatch.		Count of Loop Troubles (disposition codes 03 and 04) for troubles with a single dispatch
<b>MR-3-05</b>			
<b>% Missed Repair Appointment –Double Dispatch<sup>xx</sup></b>			
<b>Products</b>	Retail: POTS	Resale: POTS/Complex	UNE: Platform Loop 2 Wire Digital Services 2 Wire xDSL Services
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for disposition codes 0300-0499) for troubles with multiple dispatches. [Retail – measured by individual dispatches on a single trouble. UNE based on double dispatch identifier.]		Count of Loop Troubles (disposition codes 03 and 04) for troubles with multiple dispatches. [Retail – measured by individual dispatches on a single trouble. UNE based on double dispatch identifier.]

**Function:****MR-4 Trouble Duration Intervals****Definition:**

**Mean Time to Repair (MTTR)** For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. A trouble is not cleared until the CLEC is notified that the trouble is resolved. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).

For **POTS and Complex** -type services this is measured on a "running clock" basis. Run clock includes weekends and holidays.

For **Special Services**-type services and interconnection trunks, this is measured on a "stop clock" basis (i.e., the clock is stopped when CLEC testing is occurring, BA is awaiting carrier acceptance, or BA is denied access).

**Out of Service Intervals:** The percent of **Network Troubles** that indicate an out of service condition which was repaired and cleared more than "y" hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into BA's designated trouble reporting interface either directly by the CLEC or by a BA representative upon notification. Includes weekends and holidays. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office). Note: y" equals hours out of service (2, 4, 12 or 24 hours). For Special Services: OOS is defined as troubles where, in the initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Bell Atlantic network (trbl\_cd is "FAC" or "CO").

**Double Dispatch:** A trouble that has more than one dispatch before closure. May include more than one outside dispatch or dispatches inside and outside.

**Exclusions:**

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble

**Performance Standard:**

Parity with BA Retail.

**Report Dimensions**

<b>Company:</b> <ul style="list-style-type: none"><li>• BA Retail</li><li>• CLEC Aggregate<ul style="list-style-type: none"><li>• DS-0</li><li>• DS-1</li><li>• DS-3</li><li>• CLEC Specific</li></ul></li></ul>	<b>Geography:</b> <ul style="list-style-type: none"><li>• POTS and Complex: Boston metro area; Springfield metro area; Remainder of State, or by maintenance and provisioning area</li><li>• Specials &amp; Trunks: Boston metro area and remainder of State</li></ul>
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MR-4-01	Mean Time To Repair – Total			
Products	Retail: POTS/ Complex DS-0 DS-1 DS-3 Specials Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	Resale: POTS/Complex DS-0 DS-1 DS-3 Specials	UNE: Platform Loop 2 Wire Digital Services 2 Wire xDSL Services Specials	Trunks: CLEC Trunks
Calculation	Numerator		Denominator	
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials – excludes stop time))		Count of central office and loop troubles (disposition codes 03, 04 and 05.)	
MR-4-02	Mean Time To Repair – Loop Trouble			
Products	Retail: POTS/ Complex	Resale: POTS/Complex	UNE: Platform Loop 2 Wire Digital Services 2 Wire xDSL Services	
Calculation	Numerator		Denominator	
	Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)		Count of loop troubles (disposition codes 03 and 04)	
MR-4-03	Mean Time To Repair – Central Office Trouble			
Products	Retail: POTS/ Complex	Resale: POTS/Complex	UNE: POTS – Platform POTS - Loop 2 Wire Digital Services 2 Wire xDSL Services	
Calculation	Numerator		Denominator	
	Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)		Count of Total central office troubles (disposition codes 05)	
MR-4-04	% Cleared (all troubles) within 24 Hours			
Products	Retail: POTS/ Complex Specials Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	Resale: POTS/Complex Specials	UNE: Platform Loop 2 Wire Digital Services 2 Wire xDSL Services Specials	Trunks: CLEC Trunks
Calculation	Numerator		Denominator	
	Count of troubles, where the trouble clear date and time less trouble receipt date and time is less than or equal to 24 hours		Count of central office and loop troubles (disposition codes 03, 04 and 05)	



Sub-Metrics MR-4 Trouble Duration Intervals (continued)				
MR-4-05		% Out of Service > 2 Hours		
Products	Retail: Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell		Trunks: CLEC Trunks	
Calculation	Numerator		Denominator	
	Count of Trunk troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 2 hours		Count of Total Out of service trunk troubles.(Loop & CO)	
MR-4-06		% Out of Service > 4 Hours		
Products	Retail: POTS/ Complex Specials Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	Resale: POTS/Complex Specials	UNE: Platform Specials	Trunks: CLEC Trunks
Calculation	Numerator		Denominator	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 4 hours.		Count of Out of service troubles (Loop & CO).	
MR-4-07		% Out of Service > 12 Hours		
Products	Retail: POTS/ Complex Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	Resale: POTS/Complex	UNE: Platform Loop 2 Wire Digital Services 2 Wire xDSL Services	Trunks: CLEC Trunks
Calculation	Numerator		Denominator	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours.		Count of Out of service troubles (Loop & CO)	
MR-4-08		% Out of Service > 24 Hours		
Products	Retail: POTS/Complex Specials Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	Resale: POTS/Complex Specials	UNE: Platform Loop 2 Wire Digital Services 2 Wire xDSL Services Specials	Trunks: CLEC Trunks
Calculation	Numerator		Denominator	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.		Count of Out of service troubles (Loop & CO).	

Sub-Metrics MR-4 Trouble Duration Intervals (continued)		
<b>MR-4-09</b>	<b>Mean Time To Repair – No Double Dispatch</b>	
<b>Products</b>	Retail: POTS/Complex	UNE: Loop 2 Wire Digital Services 2 Wire xDSL Services
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 for troubles with a single dispatch.	Count of central office and loop troubles (disposition codes 03, 04 and 05.) for troubles with a single dispatch
<b>MR-4-10</b>	<b>Mean Time To Repair –Double Dispatch</b>	
<b>Products</b>	Retail: POTS/Complex	UNE: Loop 2 Wire Digital Services 2 Wire xDSL Services
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 for troubles with multiple dispatches. [Retail – measured by individual dispatches on a single trouble. UNE based on double dispatch identifier.]	Count of central office and loop troubles (disposition codes 03, 04 and 05.) for troubles with multiple dispatches. [Retail – measured by individual dispatches on a single trouble. UNE based on double dispatch identifier.]

Function:				
MR-5 Repeat Trouble Reports				
Definition:				
The percent of troubles cleared that have an additional trouble within 30 days for which a network trouble (Disposition Codes 3, 4, or 5) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report within the last 30 calendar days. Any trouble, regardless of the original disposition code, that repeat as a code 3, 4, or 5 will be classified as a repeat report.				
Exclusions:				
A report is not scored a repeat where the original reports are: Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble Excluded from the "repeat" reports are: Subsequent reports (additional customer calls while the trouble is pending) Customer Premises Equipment (CPE) troubles Troubles reported but not found upon dispatch (Found OK and Test OK). Troubles closed due to customer action. Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble				
Performance Standard:				
Parity with BA Retail.				
Report Dimensions				
Company: BA Retail CLEC Aggregate CLEC Specific		Geography: POTS and Complex: Boston metro area; Springfield metro area; Remainder of State, or by maintenance and provisioning area Specials & Trunks: Boston metro area and remainder of State		
Sub-Metrics				
MR-5-01		% Repeat Reports within 30 Days		
Products	Retail: POTS/ Complex Specials Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	Resale: POTS/Complex Specials	UNE: Platform Loop 2 Wire Digital Services 2 Wire xDSL Services Specials	Trunks: CLEC Trunks
Calculation	Numerator		Denominator	
	Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From Disposition codes < 14)		Total central office and loop Found troubles (Disposition codes 03, 04 and 05)	

## Network Performance (NP)

### NP-1 Percent Final Trunk Group Blockage

The percentage of Final Trunk Groups that exceed the applicable blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of BA trunk groups exceeding the applicable blocking design threshold will be reported.

Tables specify the blocking threshold (Service Threshold) under which Bell Atlantic operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. Blocking thresholds are determined based on the design standard for the final trunk group (B.01 or B.005 design standard, as applicable).

Common final trunks carry local traffic between BA end offices and BA access tandems. Dedicated final trunks carry local traffic from a BA access tandem to a CLEC.

A "Trunk Group" is a set of trunks, traffic engineered as a unit for the establishment of connections between switching systems, in which all of the paths are interchangeable.

Trunks not included:

- IXC Dedicated Trunks
- Dedicated Trunks carrying only IXC traffic
- Common Trunks carrying only IXC traffic

If a blocking cause listed below occurred, the following blocked trunks will be excluded:

- Trunks blocked due to CLEC network failure
- Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk
- Trunks blocked where CLEC completion of an order for augmentation is overdue
- Trunks blocked where CLEC has not responded to or has denied BA request for augmentation
- Trunks blocked due to other CLEC trunk network rearrangements

Trunks that block as a result of CLEC failure to timely provide to BA accurate forecasts of trunking requirements.<sup>20</sup>

**Metrics NP-1-01, 02 and 03:** No standard. (Note: Because Common trunks carry both retail and CLEC traffic, there will be parity with BA Retail on common trunks.)

**Metric NP-1-04 – Dedicated Final Trunks:** Parity at % Missing Trunking Standard:

- 2% Design  
Local & IntraLATA Toll Trunk Groups
- 1% Design  
Local Tandem,  
Local Direct Office Final,  
IntraLATA interexchange,  
911,  
DA, DA Call Complete
- 0.5% Design  
OS,  
IntraLATA Tandem Meet Point

<sup>20</sup> The trunk forecast methodology will be set out in the BA "CLEC Handbook".

<b>Company:</b> <ul style="list-style-type: none"> <li>• BA Common Final Trunks</li> <li>• CLEC Aggregate – Dedicated Final Trunks</li> <li>• CLEC Specific – Dedicated Final Trunks</li> <li>• BA Affiliate Aggregate – Dedicated Final Trunks</li> <li>• BA Affiliate Specific – Dedicated Final Trunks</li> </ul>		<b>Geography:</b> <ul style="list-style-type: none"> <li>• State</li> </ul>
<b>Products</b>	<b>Retail:</b> <ul style="list-style-type: none"> <li>• BA Common Final (Local) Trunks</li> </ul>	<b>Trunks:</b> <ul style="list-style-type: none"> <li>• BA to CLEC Trunks</li> </ul>
<b>NP-1-01</b>	<b>% Final Trunk Groups Exceeding Blocking Standard</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of Final Trunk Groups that Exceed Blocking Threshold for one month, exclusive of trunks that block due to CLEC network problems.	Total number of final trunk groups
<b>NP-1-02</b>	<b>% Final Trunk Groups Exceeding Blocking Standard –(No Exceptions)</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of Final Trunk Groups that Exceed Blocking Threshold.	Total number of final trunk groups
<b>NP-1-03</b>	<b>Number Dedicated Final Trunk Groups Exceeding Blocking Standard – 2 Months</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of Dedicated Final Trunk Groups that Exceed Blocking Threshold, for two consecutive months, exclusive of trunks that block due to CLEC network problems.	Not applicable
<b>NP-1-04</b>	<b>Number Dedicated Final Trunk Groups Exceeding Blocking Standard – 3 Months</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of Dedicated Final Trunk Groups that Exceed Blocking Threshold, for three consecutive months, exclusive of trunks that block due to CLEC network problems.	Not applicable